

CONSUMER AWARENESS QUIZ

1. Buying clubs are designed to help consumers compare prices at different stores.
 - ☐ True
 - ☐ False
2. The mail-order rule allows a person to cancel an order that is not shipped within a certain time period.
 - ☐ True
 - ☐ False
3. Layaway purchase plans are designed to help consumers buy items at discount prices.
 - ☐ True
 - ☐ False
4. The cooling-off period generally applies to purchases of \$25 or more.
 - ☐ True
 - ☐ False
5. Most consumer complaints require legal action to solve.
 - ☐ True
 - ☐ False
6. The most reliable source of consumer information would be from:
 - ☐ an advertisement.
 - ☐ a salesperson.
 - ☐ an executive of the company.
 - ☐ a product label.
7. A buying club commonly:
 - ☐ requires a minimum purchase.
 - ☐ has a large initiation fee.
 - ☐ wants the members to encourage others to join.
 - ☐ only allows a few people in an area to be members.
8. The mail-order rule requires that companies:
 - ☐ notify customers if an item is not currently available.
 - ☐ only sell certain items by mail.
 - ☐ accept credit cards for mail-order purchases.
 - ☐ allow a person to return an item for full credit.

9. The right to cancel certain purchases of \$25 or more within three business days is known as the (fill in the blank) rule.

- ☐ layaway
- ☐ cooling-off
- ☐ mail-order
- ☐ telemarketing

10. The first step a person with a consumer complaint should take is to:

- ☐ obtain legal assistance.
- ☐ contact a consumer agency.
- ☐ write to the headquarters of the company.
- ☐ return to the place of purchase.